

1. Please clarify what ACS' role will be and whether the vendor will be contracting directly with the City or with ACS.

The contract will be owned by the City but signed and managed by ACS.

2. 5.13 - Contract Duration. Please clarify this provision, as the commitment term is confusing. The first sentence appears to state that this will be a five year maintenance term, but in the third sentence it states that the City reserves the right to renew or solicit competitive quotes after the first year. The addition of this statement now makes it a one-year commitment.

The contract is a five-year commitment. However, if the City deems necessary to exit or renegotiate after the first year, it can do so without penalty.

3. 6.6 - Cost Table. Looks like the RFP is calling for a flat rate, all you can eat type price structure. Please clarify if the vendors can submit a Monthly Minimum plus usage or overage type price structure.

The vendor must communicate all anticipated costs to the City for proper budgeting. For budgeting purposes, the City prefers a fixed-cost, all-inclusive contract.

4. 6.8 - Completeness. Please clarify this point. I understand that the vendor needs to submit a complete solution and is responsible for its completeness. But what if a process or relevant information is not specifically identified in the RFP?

The respondent must make every effort to provide a complete solution to the best of the vendor's ability. Solutions will be reviewed for creativity, as well as completeness.

5. 9.0 Service Levels. 99.88% system availability. Please clarify "system". Printers will break but the fact that the RFP calls for two printers leads me to believe that your intention is that if the availability of either one or both printers must meet the 99.88% requirement.

"System" refers to the entire implementation of hardware and software products provided by the vendor. Availability is calculated using the equation: $\text{Availability} = \frac{(\text{Total Available Uptime} - \text{Total Downtime})}{(\text{Total Available Uptime})}$

6. 10.2.3 Please clarify the print window and volumes.

Please refer to 10.2.8. If vendor has another recommendation and/or cannot meet the parameters shown on the RFP, vendor should provide a reasonable substitute recommendation.

7. 10.2.8 Please clarify the physical input and output capacity requirements for **each** printer.

Please refer to 10.2.8. If vendor has another recommendation and/or cannot meet the parameters shown on the RFP, vendor should provide a reasonable substitute recommendation.

8. 10.2.11 SNMP Mibs to the City's Spectrum Network Management System - Can you provide information on Spectrum Network Management System, specifically as it pertains to SNMP Mibs.

All pertinent product information for Aprisma Spectrum can be obtained at <http://www.aprisma.com>.

9. Is it understood in Section 10.2 Installation Constraints that the only OS standard is Windows based?

The City's current desktop and midrange server operating system is Microsoft Windows.

10. Please specify all operating systems that will be utilized to print to the proposed solution...(i.e. Unix, Linux, AS400).

It is possible that Unix (HP, DG, Sun) and Linux operating systems would be directed to print to the new solution over protocols specified in the RFP.

11. What software product does the City use to create remittance forms (DD forms) presently?

The creation of remittance forms is out of the scope of this project.

12. Does the City utilize load/queue balancing software or methods?

Currently, the City does not utilize any software specifically intended for print load or queue balancing.

13. What are the current models of busters and decollators used within this process?

The City does not currently own any bursting or decollating equipment.